Enhancements 1.1 – NRS Chat and Captions

October 2022

Changes to NRS Chat and Captions

Step-by-step instructions

Step number	Image	Instruction
		Go to www.infrastructure.gov.au/accesshub/nrs
1		Click the **make an NRS Chat or NRS Caption**s call link (the call page can be bookmarked for future use). Or you can make an NRS Chat call using the NRS app. Just open the app and select **NRS Chat (Type + Read)** from the **Select your call type** menu.
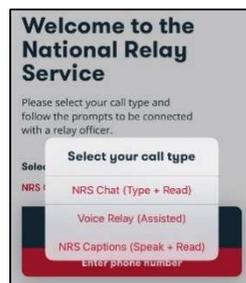
Step number	Image	Instruction
2		To make a NRS Chat call or NRS Captions call, log in using your registered phone number and password. Alternately, if it is an emergency call, please proceed to the bottom of the website and select "Call 000"
3		Once logged in, you can select if you would like to make a Chat call or Captions call from the top of the screen by selecting "Make an NRS Chat call" or "Make an NRS Captions call". **Make an NRS Chat Call:** Once you have made your selection, you can input the phone number you want to call and select "Connect Now" to initiate the process. Alternately, if it is an emergency call, please proceed on selecting "Call 000" **Make an NRS Captions Call:** Once you have made your selection, you can input your phone number and the telephone number you want to call and then select "Connect Now" to initiate the process. Alternately, if it is an emergency call, please proceed on selecting "Call 000" Overseas calls and premium-rate numbers using the NRS Chat Call or Captions Call is currently unavailable.
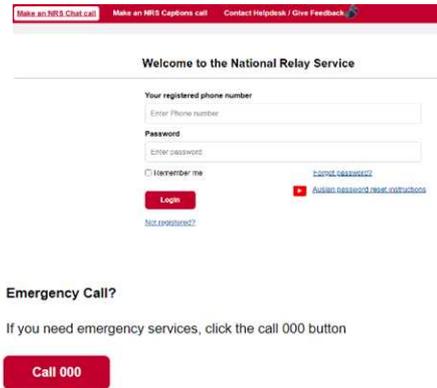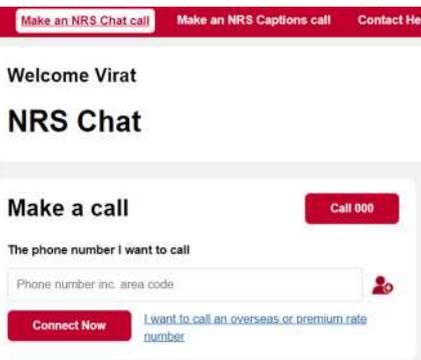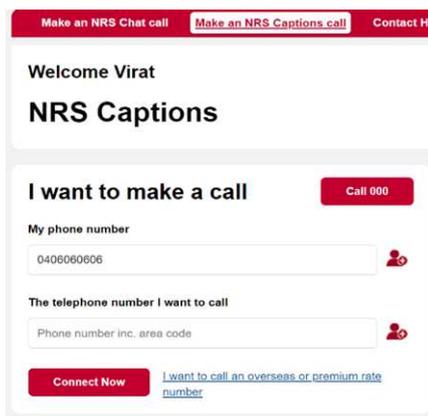
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4	I am logged in and can receive calls People calling you will need to: 1. Dial 1300 553 467 first 2. Enter your login number (including area code) then enter # Receive a call I want to receive a call You can receive calls at 0406060606 Change phone number Receive a call Other people will need to: 1. Dial 1300 018 342 first 2. Enter your number (including area code) then enter #	**Receive an NRS Chat Call:** The person calling you would have to dial 1300 553 467 and enter your login number (including area code) then enter # **Receive an NRS Captions Call:** Confirm the phone number you want to receive calls through. If you would like to change the phone number, you can select "Change phone number" and input the phone number you wish to receive calls through. Other people would have to dial 1300 018 342 first and enter your number (including area code) then enter #
5	My settings Change your call for what suits you best Tips for your chat call Colour themes Default Dark High contrast	You can customise the colour scheme of the chat window by clicking on "Colour themes" under "My Settings" on the left-hand side of the screen, or by selecting the settings icon on your mobile. You can then select the colour theme of your choice from the three options: Default, Dark or High Contrast
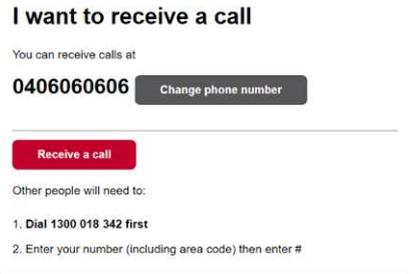
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6		You can adjust the text size of the chat window by clicking on "Text size" under "My Settings" on the left-hand side of the screen or by selecting the settings icon on your mobile. You can then select the text size of your choice from the three options: Regular (16pt), Medium (24pt) or Large (32pt)
7		**GA-** "GA" refers to "Go Ahead". Add "GA" if you want the other person to respond **SK-** "SKSK" refers to stop keying, stop keying. Use this when you have finished your call" **I'm still typing-** Need more time to finish sending your message? Click "(I'm still typing)" to immediately let the Relay Officer know without disrupting your typing. If you need to talk directly to the relay officer at any time, you can use brackets. For e.g. (Please wait, I am a slow typist)
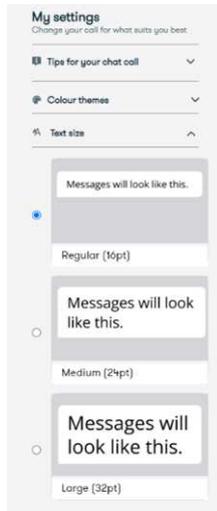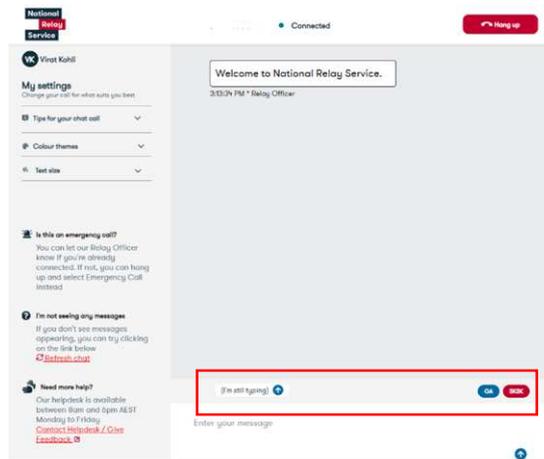
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8		You can let our Relay Officer know if you're already connected. If not, you can hang up and select Emergency Call instead.
9		If you don't see messages appearing, you can try clicking on the link and the chat will be refreshed. If the messages are still not appearing, check your internet connection. Alternatively, you can hang up and try reconnecting to make a call.
10		To end the call, you can select the Hang up button on the top right of the screen. You will be prompted by the system if you are sure you wish to end the call, to avoid accidental clicks. You can select "Yes, hang up the call" to proceed ending the call.
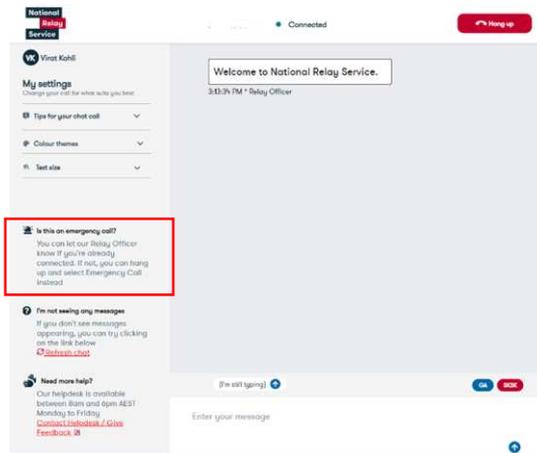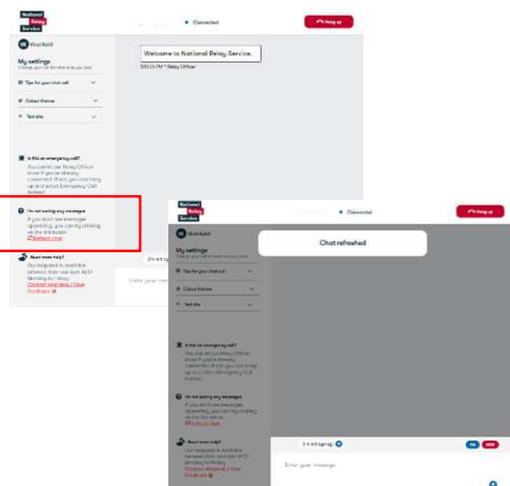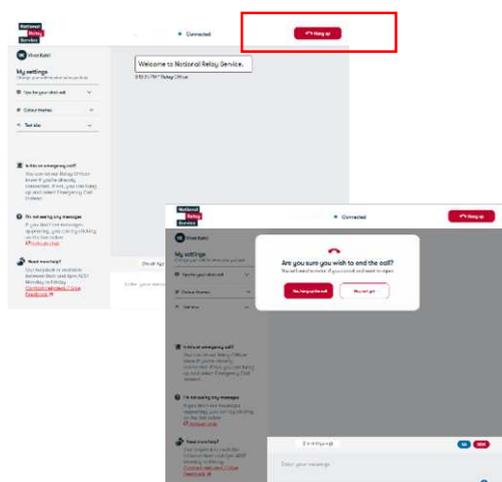
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11		Need more help? Our Helpdesk is available between 8am and 6pm AEST Monday to Friday. To contact Helpdesk, click on the link here: Contact Helpdesk/Give Feedback and you will be redirected to the Helpdesk website.

NRS Helpdesk

The Helpdesk is open from 8am to 6pm, Monday to Friday (Eastern Standard Time). There are a number of ways to make contact with Helpdesk staff:

- Email   helpdesk@relayservice.com.au
- Phone   1800 555 660
- SMS   0416 001 350
- Fax   1800 555 690
- Contact Helpdesk/Give Feedback
- Online contact form

Hints

- You can download the NRS app from the Google Play store (for android phones and tablets) or the Apple App Store (for iPhones and iPads). Just search for **NRS** or **National Relay Service** in the search field, select the app and tap to install.

The app will look like this: